

DEC 22-2004 WED 02:19 PM DUFT SETTER OLLILA BURNS FAX NO. 3039389995

P. 01

RECEIVED  
CENTRAL FAX CENTER

**SETTER OLLILA LLC**

Intellectual Property Law Firm

2060 BROADWAY, SUITE 300  
BOULDER, CO 80302  
PHONE 303-938-9999  
FACSIMILE 303-938-9995

**DEC 22 2004**

**FACSIMILE TRANSMISSION**

DATE: December 22, 2004

FROM: Gregg L. Jansen, Reg. 46,799  
NUMBER OF PAGES (including this page): 27 TELEPHONE: (303) 938-9999 ext. 14  
EMAIL: gjansen@dsoblaw.com

TO: Mailstop: AF  
Commissioner for Patents  
United States Patent and  
Trademark Office

TELEPHONE:  
FAX: (703) 872-9306

RE: Application No. 09/477,991  
Filed: 1/5/2000  
Art Unit: 2157  
Examiner: Barbara N. Burgess  
Inv.: Bryce A. Jones  
Docket No. 1264

**MESSAGE** Attached are the following:

1. Transmittal (one page);
2. Response to the Final Office Action dated October 27, 2004, (25 pages).

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL 303-938-9999

THIS TELECOPY IS INTENDED ONLY FOR THE USE OF THE PERSON TO WHOM IT IS ADDRESSED, AND  
MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE  
UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT  
ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED.  
IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY  
TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S.  
POSTAL SERVICE. THANK YOU.

PTO/SB/21 (09-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**TRANSMITTAL  
FORM**

(to be used for all correspondence after initial filing)

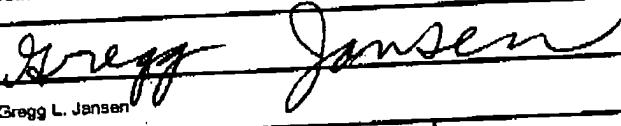
Total Number of Pages in This Submission

	Application Number	09/477,991; Confirmation 1039
	Filing Date	1/5/2000
	First Named Inventor	Bryce A. Jones
	Art Unit	2157
	Examiner Name	Barbara N. Burgess
25	Attorney Docket Number	1284

**ENCLOSURES (check all that apply)**

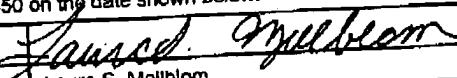
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment / Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input checked="" type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Request for Refund	
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> Landscape Table on CD	
<input type="checkbox"/> Reply to Missing Parts/ Incomplete Application		
<input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53		
<b>Remarks</b>		
It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm	Setter Ollila LLC		
Signature			
Printed Name	Gregg L. Jansen		
Date	12/22/04	Reg. No.	46,799

**CERTIFICATE OF TRANSMISSION/MAILING**

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Signature		Date	12-22-04
-----------	---	------	----------

Typed or printed name

Laura S. Mellblom

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

RECEIVED  
CENTRAL FAX CENTER

DEC 22 2004

REPLY UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
TECHNOLOGY CENTER 2100  
Patent

Practitioner's Docket No. 1264

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones  
Application No.: 09/477,991  
Filed: January 5, 2000  
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

Group No.: 2157  
Examiner: Barbara N. Burgess

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Response to Office Action

Introductory Comments

In response to the final Office Action dated October 27, 2004, reconsideration is respectfully requested. The entire claim set of the application is included.